

Alabama Medicaid DME Provider Training Checklist

This is a training checklist designed to provide an outline for Durable Medical Equipment (DME) providers to understand the tools available as an Alabama Medicaid provider. This is not an all-inclusive document; rather a guide to assist you with obtaining information for following policy, procedures, rules and regulations for Alabama Medicaid.

Top Five denials for DME Providers

Code	Explanation	Resolution
1820	Patient 1 st Claim Requires a Referral	Obtain referral and submit with initial claims submission
3599	Manual Pricing Required	Procedure code requires review to assign appropriate price
1831	Procedure Requires Either Ordered or Referring Provider	Ensure claims are being submitted with proper ordered/referring information upon initial claims submission
4755	BPA PC PROC Current Benefit Plan Restriction	Verify recipient eligibility and refer to provider manual for specific information on procedure code limitations
2504	Recipient Covered By Private Insurance	Verify eligibility prior to rendering services, Medicaid is always payor to last resort, file to other insurance prior to Medicaid

As an enrolled Alabama Medicaid provider, you are responsible for ensuring that you and your employees or agents acting on your behalf comply with all of the requirements in the applicable provisions of State and Federal laws governing the Medicaid Program, the Alabama Medicaid Administrative Code and the Alabama Medicaid Provider Manual, as amended.

Alabama Administrative Code

Administrative Code outlines the rules and regulations for all Providers. It is updated as changes are identified. Currently, the Alabama Administrative Code contains 63 chapters. The table below includes but is not limited to important chapters for DME providers and staff.

Chapter/Appendix	Overview
1 General	Important information for all providers
2 Assuring High Quality Care	Discusses Medicaid's procedure for ensuring quality care for all recipients
3 Fair Hearings	Outlines Medicaid's procedures for fair hearing process
4 Program Integrity	Overview of Medicaid's Program Integrity Division
13 Supplies, Appliances and Durable Equipment	Outlines rules and regulations for DME providers
20 Third Party	Outlines policies related to recipients with other insurance coverage
25 Medicaid Eligibility	General information related to recipient eligibility
26 Rules of Practice	Outlines general rules for Medicaid
27 Confidential Materials	Information on how recipient information should be protected

Chapter/Appendix	Overview
28 Forms	Outlines forms used by the Medicaid Agency
29 Definitions	Outlines common definitions used in Administrative Code
30 Emergency Rule Procedures	Outlines emergency rules for the Medicaid Agency
31 Declaratory Rulings	Outlines Declaratory Rulings for the Medicaid Agency
33 Recoupments and Liens	Information on how recoupments and liens are handled

Alabama Medicaid Provider Billing Manual

Provider manuals are updated quarterly (January, April, July and October). The updates are indicated in the margins of the revised chapter and on the “Quarterly Revisions” page. Updates are posted to the Alabama Medicaid website at the following link: http://www.medicaid.alabama.gov/CONTENT/6.0_Providers/6.7_Manuals.aspx. The table includes but is not limited to important chapters for DME providers and staff.

Chapter	Overview
1 Introduction	How to use provider manual
2 Becoming a Medicaid Provider	How to enroll as a Medicaid Provider
3 Verifying Recipient Eligibility	How to verify recipient eligibility and how to decipher eligibility information
4 Obtaining Prior Authorization	How to obtain authorization on services which require approval prior to being furnished
5 Filing Claims	How to properly complete claim forms for submission to Alabama Medicaid
6 Receiving Reimbursement	Information on understanding your Remittance Advice
7 Understanding Your Rights and Responsibilities as a Medicaid Provider	Explains important rules and regulations providers must follow with Alabama Medicaid
14 Durable Medical Equipment (DME)	This is one of your essential tools for information related to DME. This chapter contains important information regarding the coverage of DME supplies.
39 Patient 1 st Billing Manual	Important information related to Patient 1 st program
Appendix A- Well Child Check-up (EPSDT)	Important information related to well child check-up program
Appendix B- Electronic Media Claims Guidelines	Important information related to filing claims electronically
Appendix E- Medicaid Forms	Contains copies of forms required for filing requests to Medicaid and instructions for completion of the forms
Appendix F- Medicaid Internal Control Numbers	How to read Internal Control Numbers assigned in claims processing
Appendix G- Non-Emergency Transportation	Explains how recipients can receive assistance getting to Medicaid covered appointments
Appendix H Alabama Medicaid Physician Administered Drugs	Lists physician administered drugs DME providers may file on crossover claims
Appendix J- Provider Explanation of	Table of claims processing codes

Chapter	Overview
Benefit (EOB) Codes	
Appendix K- Top 200 Third Party Carrier Codes	Contains a list of other insurance carrier codes needed for claims processing when other insurance is involved
Appendix L- Automated Voice Response System (AVRS) Quick Reference Guide	How to use Medicaid's Automated Voice Response System, a tool to check eligibility, claims status and other functions
Appendix N- Alabama Medicaid Contact Information	Provides important contact information
Appendix P- Durable Medical Equipment (DME) Procedure Code and Modifiers	Information on procedure codes for DME providers

Tools Available for Providers at no Charge

Tool	Function
Medicaid Interactive Web Portal	Allows providers to submit a multitude of transactions and receive immediate response. Transactions include, but are not limited to: eligibility verification, claims submission, claim status, prior authorization submission and status, Remittance Advice download
Provider Electronic Solutions Software	Provider Electronic Solutions Software Website Allows providers to submit a multitude of transactions in batch mode and receive responses within 15 minutes-2 hours, transactions include: eligibility verification, claims submission, claim status, prior authorization submission and status
Automated Voice Response System (AVRS)	Allows providers to submit a multitude of transactions telephonically and receive fax back information, if requested, some transactions include: Eligibility verification, status of submitted claims, procedure code pricing information

Personal Contact Information for Billing Assistance

HP is the fiscal agent for Alabama Medicaid. The following services are available through at no charge to Providers.

Department	Function	Contact Number
Provider Assistance Center (HP/fiscal agent)	Assist with basic billing questions, procedure code reimbursement information and general claims processing questions	1-800-688-7989
Qualis Health	Assists DME providers with Prior Authorizations (PA), medical and quality review	1-888-213-8548
Electronic Media Claims (HP/fiscal agent)	Assist providers with Provider Electronic Solutions, vendor related issues, electronic transmission and pharmacy-related billing issues. This unit also issues user ID's and passwords for the Agency's secure	1-800-456-1242

Department	Function	Contact Number
	website portal	
Provider Enrollment (HP/fiscal agent)	Assists with new provider enrollment and basic provider enrollment functions	1-888-223-3630 Option 1
Provider Re-enrollment (HP/fiscal agent)	Assists with ongoing re-enrollment of providers	1-888-223-3630 Option 2
Provider Relations Representatives (HP/fiscal agent)	Assists providers with in-depth billing issues and training on PES and Medicaid's Interactive Web Portal. Available for telephonic consultation, e-mail assistance or on-site training and workshops.	1-855-523-9170 Refer to Medicaid website for 7 digit extensions. Go to http://medicaid.alabama.gov/CONTENT/8.0_Contact/8.2.6.1_Provider_Reps_G1.aspx
Alabama Medicaid Website	www.medicaid.alabama.gov	Click Programs Click Pharmacy Services/DME link
Alabama Medicaid Durable Medical Equipment Program Manager	Program Manager, DME Program Available for assistance on policy issues related to Alabama Medicaid. Billing questions should be routed to HP using above contact information.	(334) 353-4756